APPENDIX E
TECHNICAL ASSISTANCE

November 19, 1998

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WHERE CAN I GET HELP?

This appendix provides points of contact for the resources that are available to facilities in complying with 40 CFR part 68 from EPA, OSHA, and several other entities involved in process safety and risk management issues. For specific points of contact for EPA regional offices, RMP implementing agencies, and Clean Air Act small business assistance programs, refer to Appendix C. For specific points of contact for OSHA regional offices, OSHA state consultative programs, and OSHA state plan states, refer to Appendix D.

U.S. ENVIRONMENTAL PROTECTION AGENCY

✦ **Chemical Emergency Preparedness and Prevention Office**
401 M Street, SW
Washington, DC 20460
(202) 260-8600
www.epa.gov/swercepp

CEPPO administers the RMP program at the national level. The CEPPO homepage on the Internet provides access to downloadable versions of numerous risk management program documents, many of which are also available upon request from the National Center for Environmental Publications and Information – see below.

✦ **EPCRA/Superfund/RCRA/CAA Hotline**
Toll-Free: (800) 424-9346
Local: (703) 412-9810
TDD: (800) 553-7672
TDD Local: (703) 412-3323
Monday - Friday, 9:00 am - 6:00 pm EST
www.epa.gov/epaoswer/hotline/index.htm
Questions or comments: epahotline@bah.com

EPA's RCRA, Superfund, and EPCRA Hotline is a publicly accessible service that provides up-to-date information on EPA programs. The Hotline responds to factual questions on a variety of federal EPA regulations, including those developed under Clean Air Act section 112(r). The Hotline also responds to requests for individual copies of documents.

✦ **National Center for Environmental Publications and Information**
P.O. Box 42419

Cincinnati, OH 45242
Phone: (800) 490-9198
Fax: (513) 489-8695
www.epa.gov/ncepihom/

Orders must be limited to five titles per two-week period, one complimentary
copy of each in-stock publication. As supplies are depleted you will be referred to
the National Technical Information Service (NTIS), the Government Printing
Office (GPO), or the Educational Resource Information Center (ERIC) to obtain
your documents at cost.

✦   **National Technical Information Service**
        Technology Administration
        U.S. Department of Commerce
        5285 Port Royal Road
        Springfield, VA 22161
        Phone: (800) 553-6847 (toll-free)
        Phone: (703) 487-4650 (local)
        Monday - Friday, 8:00 am - 8:00 pm EST
        Fax: (703) 321-8547 (verify receipt at (703) 487-4679)
        www.ntis.gov/
        E-Mail: orders@ntis.fedworld.gov

        The National Technical Information Service is the official resource for
        government-sponsored U.S. and worldwide scientific, technical, engineering, and
        business-related information. Documents not available through the EPA Hotline
        are often available from NTIS. You can place your order by telephone, mail, fax,
        or e-mail. NTIS also offers online ordering for products added to the NTIS
        collection within the last 90 days using NTIS OrderNow.

✦   **EPA Small Business Assistance Program**
        www.epa.gov/ttn/sbap/

        The Clean Air Act Amendments of 1990 requires that all States develop a
        program to assist small businesses in meeting the requirements of the Act. EPA
        has established its own Small Business Assistance Program (SBAP) to provide
        technical assistance to these State small business programs. This site has been
        developed to allow State and EPA programs to share information about their small
        business assistance materials and activities.

✦   **EPA Small Business Hotline**
        Small Business Ombudsman Office
        (800) 368-5888

✦ **Office of Air Quality Planning and Standards**
www.epa.gov/oar/oaqps/

The Office of Air Quality Planning and Standards administers EPA's operating permit program. Permits incorporate terms and conditions to assure that the source complies with all applicable requirements. The RMP regulations are considered to be an applicable requirement.

OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA)

OSHA administers the Process Safety Management Standard (29 CFR 1910.119), which mandates actions similar to that of EPA's prevention program. In about half of the states (see Appendix D), OSHA programs are run by state agencies.

✦ **Office of Information and Consumer Affairs**
U.S. Department of Labor
Room N3647
200 Constitution Avenue, NW
Washington, DC 20210
(202) 523-8151
www.osha.gov

✦ **OSHA Process Safety Management Homepage**
www.osha-slc.gov/SLTC/ProcessSafetyManagement/index.html

The PSM homepage on the Internet provides access to downloadable versions of numerous process safety management documents.

✦ **OSHA Consultation Services**
www.osha.gov/oshprogs/consult.html

Using a free consultation service largely funded by OSHA, employers can find out about potential hazards at their worksites, improve their occupational safety and health management systems, and even qualify for a one-year exemption from routine OSHA inspections. Primarily targeted for smaller businesses, this safety and health consultation program is completely separate from the OSHA inspection effort.

✦ **OSHA Office of Training & Education**
Head Registrar
OSHA Training Institute
Des Plaines, Illinois
(847) 297-4913
www.osha-slc.gov/Training/index.html

The OSHA Office of Training and Education offers short-term training through the OSHA Training Institute. The Office also administers the OSHA Training Institute Education Centers program, in which designated nonprofit organizations in each federal region offer the most frequently requested courses for the private sector and other Federal agency staff.

✦ **OSHA Voluntary Protection Program (VPP)**
Division of Voluntary Programs
(202) 219-7266
www.osha.gov/oshprogs/vpp/osha2.html

OSHA Voluntary Protection Programs are designed to recognize and promote effective safety and health management. In the VPP, management, labor, and OSHA establish a cooperative relationship at a workplace that has implemented a strong program.

✦ **OSHA Publications Office**
Room N3101
Washington, DC 20210
(202) 523-9667

The Publications Office provides single copies of various documents.

✦ **OSHA Computerized Information System**
www.osha-slc.gov/

This site provides links to OSHA Standards and related documents, including OSHA Regulations, Federal Register notices, Interpretations and Compliance Letters, OSHA Regulations (preambles to final rules), Review Commission decisions, Congressional Testimony, OSHA Directives and Fact Sheets, Memorandums of Understanding.

✦ **OSHA CD-ROM**
Windows and Macintosh dual platform
U.S. Government Printing Office
Stock # 729-013-00000-5
Phone: (202) 512-1800
Fax: (202) 512-2250
Price: $38/year (four quarterly releases), $15 (single copy)

This CD-ROM contains electronic copy of the text of all OSHA regulations, selected documents, and technical information from the OSHA Computerized Information System.

OTHER ORGANIZATIONS

✦ **International Institute of Ammonia Refrigeration**
1200 19th St., NW, Suite 300
Washington, DC 20036
(202) 857-1110
www.iiar.org

IIAR publishes a guidance document for OSHA PSM compliance as well as other guidance and standards for ammonia refrigeration systems.

✦ **American Institute of Chemical Engineers**
345 E. 47th St.
New York, NY 10017-2395
(212) 705-7338
www.aiche.org/

Center for Chemical Process Safety
345 E. 47th St., 12th Fl.
New York, NY 10017-2395
(212) 705-7319
www.aiche.org/docs/research/ccps.htm

AIChExpress Service Center
(800) AIC-HEME (242-4363)
Monday - Friday, 9:00 am - 5:00 pm EST
E-Mail: xpress@aiche.org

AIChE prints a Continuing Education catalog for its educational and training programs and an annual Publications Catalog from which documents can be purchased.

✦ **Small Business Administration (SBA)**
409 Third Street, SW
Washington, DC 20416
(800) 827-5722
www.sba.gov/

SBA was created to help America's entrepreneurs form successful small enterprises. SBA's program offices in every state offer financing, training and advocacy for small firms. In addition, the SBA works with thousands of lending, educational, and training institutions nationwide.

✦   **U.S. Government Printing Office**
Superintendent of Documents
Washington, DC 20402
(202) 783-3238
www.gpo.gov/su_docs/index.html

GPO Access User Support Team
E-mail: gpoaccess@gpo.gov
Phone: (202) 512-1530 (local)
Phone: (888) 293-6498 (toll-free)
Fax: (202) 512-1262